

**DEPARTMENT OF INFORMATION RESOURCES  
OPEN BOARD MEETING**

**Thursday, February 25, 2016, 10:00 a.m.**

300 West 15th Street, Clements Building, Room 103 Austin, Texas 78701

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**MINUTES**

PRESENT	John Scott (Board Chair) Charles Bacarisse Keith Morrow Linda Shaunessy Stuart Bernstein Wanda Rohm Rigo Villarreal Bowden Hight, ex-officio David Mattax, ex-officio
ACTION	<i>Mr. Scott</i> called the meeting to order at 10:04 a.m., with a quorum present.
TOPIC	<b>2. Board administration</b>  Consider approval of meeting minutes from the December 3, 2015 and February 3, 2016 Board Meeting.
MOTION	A motion was made to approve the previous meeting minutes by <i>Mr. Bacarisse</i> and seconded by <i>Ms. Shaunessy</i> .
ACTION	The minutes were unanimously approved.
TOPIC	<b>3. Executive Session</b>
ACTION	<i>Mr. Scott</i> recessed to executive session at 10:07 a.m., pursuant to the Texas Open Meetings Act to consult with its attorney pursuant to Section 551.071, Government Code, and to consider personnel matters under Section 551.074, Government Code. No actions will be taken.
TOPIC	<b>4. Discussion of Executive Session</b>  <i>Mr. Scott</i> called the meeting back to order at 11:35 a.m., following the executive session. A quorum of the board was present. The board did not vote or take action in the executive session. <i>Mr. Scott</i> continued with the agenda.
MOTION	A motion was made by <i>Mr. Bernstein</i> to appoint Stacey Napier to the Executive Director at the posted salary or salary otherwise determined by state leadership. <i>Mr. Bernstein</i> further moved that the board delegate to the Executive Director the responsibilities that are listed on the Delegation of Authority. The appointment, delegation of authority and salary are to be effective on commencement of the position. The motion was seconded by <i>Ms. Shaunessy</i> .  <i>Mr. Mattax</i> commented that <i>Mr. Kimbriel</i> has brought a great deal of respect and a great deal of stability to this agency. I remember a time that DIR was not that great and a lot of people cast

aspersions on it. I think Mr. Kimbriel has done a great deal to bring that back. I have known Ms. Stacey Napier over a decade and I think she brings a unique skill set to the agency. I think you will all learn to like her and respect her as much as I do. She will be a great asset.

*Mr. Bacarisse* commented that he appreciates Mr. Kimbriel's service. No matter how this vote goes, he has led well and managed the agency through some challenging situations and always very professional. He has my deep appreciation and respect.

*Mr. Scott* thanked Mr. Morrow for his help going through all the applications and help to getting us to where we are today. *Mr. Scott* on behalf of the board thanked Mr. Morrow for everything. He also thanked Mr. Villarreal, Ms. Shaunessy and Mr. Mattax for participating in all the different interview processes. The choices were both wonderful and another candidate that didn't make it to the final two. There were some very unique and outstanding candidates for the position. The depth of what we had to choose from to get to a point of having two people, both who will do a phenomenal job in leading this agency. Mr. Kimbriel has done an incredible job for over a year of leading this agency. Mr. Scott also thanked Mr. Kimbriel for his kindness and professionalism that he has shown in stepping up and running the agency. I have worked with Ms. Napier before and I think anyone who works with Ms. Napier will find her to be a wonderful person to work with. I hope at the end of the day that we continue to a positive path that this agency is currently on and no small part because of Mr. Kimbriel's effort.

Poll voting: Five yes and two no.

**ACTION** The motion for Stacey Napier as the Executive Director for the Texas Department of Information Resources, and the Delegation of Authority, was approved.

**TOPIC** **6. Texas Administrative Code (TAC)**

**DISCUSSION** Mr. Martin Zelinsky, General Counsel, presented Texas Administrative Code, Chapter 202 rule to issue an order adopting the amendments and posting in the *Texas Register*, for Board consideration and approval.

Chapter 202, concerning Information Security Standards, is a very important chapter for customer agencies and other customers. These amendments were presented to the board for proposed rules at a previous board meeting. The amendments fall into two categories; technical changes that we discovered along the way in complying with the rules, and the other is addressing an issue regarding public junior colleges. We have had communication with the Texas Higher Education Coordinating Board (THECB) extensively. Since they oversee some of what the junior colleges do, there may be a legislative fix that we certainly support. DIR has advised THECB that junior colleges may voluntarily comply with TAC 202, the information is public, and with the related security controls catalog. THECB has some authority to require the junior colleges adopt some standards, and it could be our rules with which they must comply for information security standards. The change to TAC 202 is to clarify that at least for now, public junior colleges are not required to comply with TAC 202. Mr. Zelinsky informed the board no comments were received on these proposed rules.

**MOTION** A motion was made to adopt the rules of Texas Administrative Code, Chapter 202 of proposed amendments for publication in the Texas Register by Mr. Bacarisse and seconded by Ms. Shaunessy.

**ACTION** *The motion was unanimously approved.*

DISCUSSION	Mr. Zelinsky discussed 1 Texas Administrative Code, Chapter 209, concerning Minimum Standards for Meetings Held by Videoconference. Following a notice of rule review, no changes were made nor any comments received.
MOTION	<i>A motion was made to readopt Texas Administrative Code, Chapter 209 without any changes and for publication of the re-adoption in the Texas Register by Ms. Shaunessy, then seconded by Mr. Bacarisse.</i>
ACTION	<i>The motion was unanimously approved.</i>
DISCUSSION	Mr. Zelinsky requested the board approve a notice of rule review for 1 TAC 206, concerning State Websites.
MOTION	<i>A motion was made to approve publication of a notice of Rule Review for 1 TAC 206 in the Texas Register by Ms. Shaunessy and seconded by Mr. Bacarisse.</i>
ACTION	<i>The motion was unanimously approved.</i>
TOPIC	<p><b>7. Digital Government – Consider approval of eGov Express Fee</b></p> <p>Ms. Janet Gilmore, Director of Digital Government, request consideration and approval for a fee related to a new Texas.gov service, eGov Express Fee. eGov express is a service that is offered by Texas.gov vendor NIC. It provides secure storage of payment information for repeat use for online commerce. This service integrates with the Texas.gov payment engine. It is similar to other e-wallet services such as paypal. It is in response to texas.gov customers who need to offer an application where constitutes can make payments without entering payment information over and over again. The proposed fee of \$0.25/transaction will be in addition to transaction fee approved by DIR. State Share will not be applied because most adoption is anticipated to be government to government transactions.</p> <p><i>A motion was made to approve the \$0.25 per transaction for the eGov Express fee by Ms. Shaunessy and seconded by Mr. Bacarisse.</i></p> <p><i>Mr. Scott commented that in the subcommittee, Mr. Hight and I questioned the numbers. Ms. Gilmore and her team went back to the vendor and they were able to get a reduction over 67%. What you see is the end product, but what you didn't see is what Ms. Gilmore and her group accomplished, which is phenomenal. Mr. Scott thanked the Digital Government team.</i></p> <p><i>Mr. Bacarisse asked who are the biggest users of this service.</i></p> <p>Ms. Gilmore responded it's an enterprise fee and we don't have customers yet. Examples of potential customers would include CPA for tax payment, DMV for dealer title payments, loan payments for THEBC. These will be high volume and repeat customers from the end user perspective.</p> <p><i>The motion was unanimously approved.</i></p> <p><b>8. Technology Sourcing Office – Consider approval of Contract for Security Risk and Assessment Services</b></p>

Ms. Windbigler gave the board some background on the procurement of the contract. We advertised a request for offer (RFO) in September 2015 to procure a vendor to conduct security assessments at state agencies and institutions of higher education. This RFO was bid out under TGC 2054.059 and TAC 202, the cybersecurity statute and rule. We used the Contract Advisory Team (CAT) approved procurement and contract templates and developed the RFO from those. We followed the contract management guide and competitive procurement process for this RFO.

Ms. Windbigler informed the board that DIR has concluded negotiations, drafted the contract and are ready to award and execute the contract before you today. The Contract term is for one year with 3 optional 1-year renewals for a total of 4 years. The total contract amount if all renewal terms are exercised would be \$2,808,000. The contract contains requirements for the security assessments that will be conducted, specifically in Section 2.4.1 of Exhibit 1 of the contract. The monitoring plan for this contract was developed as a result of the risk assessment conducted for this RFO. TSO and the Security office will monitor each assessment deliverable, ensuring that contract milestones and acceptance criteria are met. In addition, the Information Security Officer will be present during the presentation of the results to the customer.

**MOTION** *A motion was made to approve the Contract for Security and Risk and Assessment Services by Ms. Shaunessy and seconded by Mr. Villarreal. Mr. Bacarisse recused himself from the deliberation and voting on this matter.*

Poll voting: All voting board members voted yes.

**ACTION** *The motion was unanimously approved.*

**TOPIC** **5. Interim Executive Director's Report on Agency Performance**

Mr. Todd Kimbriel, Interim Executive Director, updated the board on legislative and organizational updates. DIR is tracking 42 bills, although not all require action by DIR. To date we have completed implementation required by 14 bills, we will already be in compliance with the requirements of 7 bills, with no action required on our part. We are tracking 10 bills that have technology elements but no impact to DIR. Notable highlights; designation of Ed Kelly, Statewide Data Coordinator and John Hoffman, Chief Technology Officer to the Interagency Data Coordination Transparency Commission as required by SB 1877. The first meeting will be held today at 3:00 pm. This commission is chaired by the Governor's office.

Mr. Kimbriel informed the board that last summer, DIR formed an employee culture project team to evaluate the employee culture of DIR. The team produced nine recommendations for the leadership team to consider adopting. We implemented the wellness program, formal telework program, goal base performance evaluation process, leadership mentoring and cross training program and team building events. Another organization efficiency that went live this month is the introduction of agency wide digital signatures; we are no longer routing green folders for manual signatures. We have seen approval reduction from ten days to two business days. Congratulations to Digital Government for making this a reality.

Mr. Kimbriel introduced the new employees and informed the board that the next Board meeting is scheduled for May 19, 2016.

**TOPIC** **9. Finance Update**

## DISCUSSION

Mr. Nick Villalpando, Chief Financial Officer, provided a finance update. He updated the Board on the operating results for the first quarter. DIR has lowered our forecast of gross revenue and cost of services slightly which we anticipated could result in slight reduction of operating revenue of \$177 thousand. Q1 Operating expenses total approximately \$5.3 million. We are forecasting the remainder of the year at \$28.2 million in operating expenses. We will continue to monitor our revenues and expenditures throughout the year but at this time we do not anticipate any issues. DIR anticipate ending the fiscal year with approximately \$3.4 million in fund balance, well under our maximum allowable fund balance.

*Mr. Scott asked does that allow enough room for improvements we need to be doing like DCS. Like when we would like to replace everything on a rolling five-year basis, should we always try to bump it up or instead of asking for an exceptional item? I just want to make sure we make a statement about it. The agency believes we should start planning making sure we have sufficient reserves to be able to do the things were required as an agency to do.*

Mr. Villalpando responded the way DIR is structured, absolutely we need to be able to maintain adequate balances to help with capital planning and any kind of issues that may come up. Currently giving the structure of our fund balance maximums, we would like get some flexibility in our ability to increase some of those balance that we are able to maintain. We did work with state leadership last session and we will continue to work with them over the course of the interim and into the new session. Trying to get some relief for those allowable balances we can maintain because it does allow for us to better plan and have balances available for infrastructure upgrade and improvements.

## TOPIC

### 10. Internal Audit Update

## DISCUSSION

Ms. Lissette Nadal-Hogan, Director of Internal Audit, updated the Board on the 2016 Internal Audit Annual Plan status. Ms. Nadal-Hogan shared the Internal Audit Governance Model. The Governance Model is a combination of processes and structures implemented to inform, direct, implement and monitor. The Model includes Auditing Standards – Law – Code of Ethics – Policies and Procedures that DIR Internal Audit has to abide to, and the goals and the objectives to support DIR's strategic goal, risk mitigation.

According to the DIR IA charter, the DIR Board establishes the IA function to assist DIR Executive Leadership in the effective discharge of its responsibilities. This authority calls for the Director of IA to bring before the Board any practice or activity implemented to improve DIR IA operations. Accordingly, I bring before you today the newly implemented IA governance model. This governance model represents the combination of processes and structures implemented to inform, direct, manage, and monitor the IA activities. The model starts with the IA mission that is:

- Mission – to collaborate with DIR leadership to fulfill the agency's core mission by providing independent and objective audit services designed to add value and improve the effectiveness of risk management, control, and governance processes.
- Followed by, the Auditing Standards – Law – Code of Ethics – and Policies and Procedures DIR IA has to abide to
- Then, the Goals and Objectives that are aligned and support the DIR strategic goal #1 related to Risk Mitigation
- and finally, The Projects and Initiatives which are accomplished through the execution of the audits and projects included in the annual plans

**TOPIC**                    **12. Statewide Data Coordinator Update**

**DISCUSSION**        Mr. Ed Kelly, Statewide Data Coordinator, updated the board on the data program. For the last five months, we have worked to establish the overall program which is effectively to build the framework. The framework is based on collaboration, developing best practices around data governance, looking at data initiative and data sharing. I have met with 27 agencies and 1 higher education organization discussing the overall program, initiatives and data sharing.

*Mr. Scott asked who is the higher education institution.*

Mr. Kelly responded the University of Texas.

There is an established data governance/sharing community organization. The open data portal is working with four state agencies; Department of Public Safety, Department of Agriculture, Veteran's Commission, Racing Commission. The agencies have signed the agreement to be able to add data to the open data portal. We will work with them in the upcoming weeks/months to load the information. Mr. Kelly discussed the planned activities for the program: continue outreach with agencies, continue data governance/sharing community organization, analyze possible re-branding of the open data portal, and participate in the implementation of the Business Analytics and reporting pilot.

**TOPIC**                    **11. Chief Information Security Office Update**

**DISCUSSION**        Mr. Eddie Block, Chief Information Security Officer, updated the Board on the Chief Information Security Office (CISO). Mr. Block discussed the controlled penetration testing of state agencies networks. DIR completes around 48 test a year. Mr. Block discussed the combined program participation for 143 agencies that are required to report to DIR. In Q1 we did 63% of the agencies.

Mr. Block discussed Electronic Governance, Risk and Compliances (eGRC) solutions. In HB 1, a Rider requires DIR to prioritize legacy systems and cyber security project funding. We have been asked by Legislative Budget Board (LBB) to deliver a report to them prioritizing agency requests for legacy systems and cyber security projects. We're leveraging eGRC solution to collect data on those projects ahead of the legislative appropriations request (LAR) being submitted to LBB. Working with our Enterprise Solution group who's focused on the Legacy side and CISO group focused on security side. We have developed an application that allows agencies to go in there and populate information about their projects. Then leveraging information from the legacy study that was previously done. We are collecting data into a central location so it can be leverage again in the future for additional analysis.

Mr. Block responded to a question from the last board meeting. You asked about data use agreements. This is regarding SB 1877 that requires all agencies that have staff that handle PII on a daily basis to use data use agreements. DIR has a template posted on our website and also have a list of FAQ questions. Those resources are available and been available since September.

**TOPIC**                    **13. Digital Government Update**

**DISCUSSION**        Ms. Janet Gilmore, Director for Digital Government and Ms. Jennifer Buaas, Assistant Director of Digital Government, provided an update on Texas.gov.

Ms. Buaas discussed FY 16-Q1 transaction and revenue trends. There was a slight revenue decrease that was due to a drop in revenue from 4 applications including Railroad Commission Oil and Gas permits, Texas Department of Transportation Oversize Vehicle permitting, Texas Medical Board license renewals and Department of Public Safety Over the Counter application. The spike in transactions is due to the vehicle inspection sticker methodology change from batch sticker sales to individual transactions.

The application reliability service level agreements (SLA) for the first quarter of 2016, the required targets range from 99.8% to 99.99%. The reliability targets were met at 96% and 98% for applications during September and October, but November only had 28% of the targets being met. The principal cause of the November Service Level Agreement (SLA) drop was an outage involving a network device failure. It lasted 339 minutes and affected all hosted applications at the San Angelo data center. The incident had a full root cause analysis and a tech refresh to address the aging infrastructure was already underway. That refresh is scheduled to be completed in August of this year.

In 2015, the Texas.gov site had 65.2 million online impressions (this simply means how many times a user saw the ad). The program had 19 award wins including the prestigious Excellence.gov award from the American Council for Technology Industry Advisory Council. Vehicle registration continued to grow in 2015 and for the first time ever, online vehicle registration renewals exceeded 300 thousand in one month. This year, the focus of the 2016 advertising strategy will include work related services such as professional and occupational licenses. In the past, the primary focus has been on driver related services such as driver license, driver records and vehicle registration renewals.

*Mr. Bacarisse asked was the problem in November centered on a legacy hardware issue in the data center.*

Ms. Buaas responded yes, it was a network failure independent of the data center, it is a network device with NIC. Ms. Buaas will get the board the exact cause of failure.

*Mr. Morrow asked was it during prime time hours or off hours. What time was it?*

Ms. Buaas responded it was in the middle of the day. Ms. Buaas will check on the exact time.

*Mr. Morrow responded I think the board would like to see a little bit more detail because it sounds like a single failure that can take our server down.*

Ms. Buaas will provide the root cause analysis and time frame to the board.

#### TOPIC

### **14. Chief Technology Office Update**

#### DISCUSSION

Mr. John Hoffman, Chief Technology Officer provided a brief update on efforts underway in the Enterprise Solution Services team. The Enterprise Solution Services team provides strategic IT guidance to state agencies; promoting enterprise architecture standards, fostering inter-agency collaboration and providing solution architecture guidance and mentoring. This team was created in 2013 in an effort to understand the state application landscape and a key initial effort was the 2014 Legacy Systems Study. This study, defined by HB 2738 in the 83<sup>rd</sup> Legislature, identified 4,130 business applications within Texas agencies. Over half of those were confirmed to be in Legacy status.

From these findings, several efforts were identified in HB1890 and are now underway to assist agency IT organizations. The Application Development Decision Framework is one of these



actions and is being developed to provide a consistent methodology and structure resource to agencies as they build or purchase new applications.

Another initiative derived from the Legacy Study and identified in HB1890 is an Application Portfolio Management tool which, in its end state, will effectively enable information gathered in the study to be maintained centrally and through a shared service. It will provide direction on system upgrades required and opportunities for collaboration between agencies. This pilot is currently underway and has 7 agencies importing their system data to develop governance, best practices and considerations on requirements for a statewide Application Portfolio Management shared solution.

During the Legacy Study Reporting tools were identified as having significant duplication across agencies. This drove leadership to identify a second pilot in HB1890 which is to understand and assess a shared business analytics and reporting platform. This pilot is currently in procurement evaluation. It will provide direction on consolidation of different reporting software and hardware into a shared solution and would provide agencies a higher level of business intelligence and analytics capabilities. There is a lot of interest from the agency IT community and four agencies have committed to participate. The Enterprise Services Solutions team is working with the Legislative Budget Board in the prioritization of Appropriations Requests for Modernization and Cybersecurity projects. Eddie mentioned earlier, the ESS team is working with the CISO to provide the LBB with this report.

*Ms. Shaunessy ask when are priorities recommendations for the LAR due.*

Mr. Hoffman responded LARs are coming in and loading now and will be due at the end of July timeframe to LBB.

*Ms. Shaunessy ask do we see the recommendations before they are go.*

Mr. Hoffman responded that the board has not been involved in it but certainly willing to if you would like to see it.

*Mr. Bacarisse recommended it has insight for board members.*

*Mr. Scott would like the board to view the report before it is sent to LBB.*

*Mr. Bacarisse recommended maybe presenting to the Finance Subcommittee and the committee update the board.*

*Mr. Scott will inform Mr. Hoffman which committee to view it.*

## TOPIC

### **15. Chief Operations Office Update**

## DISCUSSION

Mr. Dale Richardson, Chief Operations Officer, updated the board on the major program accomplishments for FY 16-Q1. The Cooperative Contracts completed SB 20 Implementation & Operations with new issues. Updated TAC 212 to reflect new threshold requirements, \$1M cap on purchases thru Cooperative, and Statements of Work process workflow was initiated. We provided a Statement of Work Portal for agencies to submit Statement of Works for review and approval. And we developed new training curriculum for incorporating SB20 rules for contract managers and purchasers.

The Data Center Services server consolidation is on track, and achieved and crossed the 70% consolidation mark towards the 75% consolidation. Initiated Public Cloud options into the DCS program for more agency choice and options for IT. Started implementation on the Hybrid



Cloud Initiative which will provide agencies workflow automation and consumption based options for compute and storage.

The Communication Technology Services is led by Wayne Egeler. The team was successful in completing next-gen voice platform for CCTS migration.

*Mr. Bacarisse asked when will  
do you pull the trigger on this.*

Mr. Richardson responded it is in process now. We have two years to migrate before the old system goes out-of-support.

Mr. Richardson thanked Mr. Todd Kimbriel for his leadership during this interim period and we appreciate your leadership and we welcome Ms. Napier as the new Executive Director.

## TOPIC

### 16. Technology Sourcing Office Update

## DISCUSSION

Ms. Grace Windbigler, Director, Technology Sourcing Office (TSO), responded to questions from the previous board meeting. For FY 2015, we had 723 active contracts in the Cooperative Contracts program and the number of contracts executed in Q1 of FY 2016 was 57.

As a brief recap, the coop sales for the first quarter of FY16 were \$529.2 million which is a decrease of 4.6% when compared to the \$555.4 Million sales figure in FY2015 Q1. The decrease in sales is attributed to the education sector. We had an ISD last year that did a computer bulk purchase in Q1 which was a significant purchase. I've listed the top 5 customers in Q1 on the right hand side of the screen. Three (3) state agencies, one (1) city and one (1) education customer top our list.

*Ms. Shaunessy why is the City of Austin your top customer, are there other cities also that could be bigger customers? Why is the City of Austin such a big customer?*

Ms. Windbigler responded we do have a number of large cities that make large purchases off cooperative contracts. They do quite a few bulk buys. One of our largest customers in previous year was an education customer – AISD. Every two years they go through computer refresh, we expect that next year, AISD will show up again. We see a lot of that repeat behavior by customers, City of Austin, City of San Antonio and City of Houston are very long cooperative contract customers.

*Ms. Shaunessy asked are the ISDs always the same or do some of the ISDs do more purchases in odd years and some in even?*

Mr. Windbigler responded some of them have predictable patterns, and others do it sporadically as the need arises. We see larger customers where they do target scheduled buys as opposed to smaller customers where they do the same scheduled buys, it may be what they have in their budget.

Ms. Windbigler discussed internal and external procurements for HUB participation.

*Mr. Villarreal asked are the HUB targets in the senate bill or do we set it.*

Ms. Windbigler responded we set it as an agency. The agency as a whole adopted the state goals. The goals you see there are the state goals. An agency has the ability to choose a different goal but we chose the state goals.

*Mr. Scott asked is there a source we can go to or are there lessons learned from other states that you can reach out to or look to try and how can we get the representation to grow a population that is not accurately represented in our contracts.*

Ms. Windbigler responded ok and we'll present something that is addressed in the HUB subcommittee.

## TOPIC

### 17. Data Center Services Update

## DISCUSSION

Ms. Sally Ward, Director, provided an update on Data Center Services. The overall service level performance continues to be strong. Overall satisfaction declined during the first quarter reporting period of September through November 2015, primarily due to a security patching issue affecting Windows 2003 operating system servers. This operating system is out of support by Microsoft, which makes security patching more complex, and while all agencies are working to migrate off these systems, there are still a significant number of these servers in the environment. This patch caused multiple unplanned outages. The security patch problem has been remediated, but it caused service provider staff to be diverted from other service delivery areas, particularly the Windows support tower which is executing a performance improvement plan. Since this time, service delivery is back to normal and the Windows service tower is showing improvement in both service levels and customer satisfaction. Most recent customer scorecards from January show satisfaction rose to 87%. The consolidation project program goal is to achieve 75% server consolidation and current trends continue to project we will meet that goal before the end of the consolidation program in August 2016.

*Mr. Scott asked when a vendor sells something to the state and no longer services it. How does DIR handle agencies using an old legacy system that is no longer serviced? Do the vendors to your knowledge represent the fact that they may just shut down providing security patches? How do they convey this message to the state when we are making the purchase?*

Ms. Ward responded that vendors typically inform their customers well in advance of the date in which the system will go out of support. There are multiple phases that the vendor will go through.

*Mr. Scott: does DIR as an agency depend on the other agencies to relay that information to the Legislation or do we provide the information?*

Ms. Ward responded we do both. We meet with the LBB regularly to help them understand that the legacy modernization is not about new stuff, it's really about cyber security. We help the LBB understand that when they get the funding request from the agency, what that means. We also encourage them to ask the agency where they might need the funding. There is also a policy within the data center that the agencies can take information to the LBB as well as their executive management to show that in order to stay in compliance with data center security policy they have to maintain currency in their software. That means the agency must move off of old software. We try to do a number of things to help the agency get the funding and plan in advance for when they move off. It is hard in the industry to maintain software currency, we are not unusual. Windows 2003, for example, is in use in the private sector quite a lot.

Mr. Morrow departed the meeting at 1:00 pm. Mr. Zelinsky informed the Mr. Scott that we no longer have a quorum.

*Mr. Scott adjourned the meeting at 1:03 pm, and continued to receive information as a committee of the whole. No further actions were taken.*

**TOPIC**                    **18. Communications Technology Services Update**

**DISCUSSION:**        Mr. Wayne Egeler, Director, presented the update for the Communication Technology Services (CTS) program. CTS currently have two network upgrades underway. The first is a Network Software Upgrade. This upgrade will allow for additional monitoring across the network and enhance our capacity management capabilities. It will also allow us to simplify and speedup the provisioning of services across the network for our customers by utilizing the upgraded management platform

The next upgrade is our Domain Name Services Hardware and Software upgrade. This upgrade will refresh and virtualize the servers that manage a number of state IP and web addresses. The new servers will provide High-Availability for these mission critical services, allow for quicker setup and recovery, and provide automated failover capabilities in our production environment.

CTS continues to transition from our legacy PBX phone system to our Voice over IP system. We currently have 12, 000 phones transitioned. CTS have four agencies who are in the network readiness phase. The next item is the migration from our Legacy Data Network to a more advanced Network. We completed 163 circuits in the first quarter. This migration was completed in January and the network equipment is currently being decommissioned. The customer base has increased 5% from Q1FY-15 of FY-14. The current sales in Q1 are at 19.3 million dollars.

*Mr. Scott will reach out to the board regarding committee assignments.*

**TOPIC**                    **19. Public Testimony – No public testimony.**

**MOTION**                A motion was made to adjourn the meeting by *Mr. Bacarisse* and *Mr. Villarreal* seconded the motion.

**ACTION**                The meeting adjourned at 1:13 pm.

Approved by the Board Chair:

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**John B. Scott, Chair**

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**Date**